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Change the name of the Contact Us tab

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You can customize the text on the Help Center **Contact Us** button where users submit tickets. For instance, if you'd like to rename it from "Contact Us" to "Submit Tickets".

Go to **Admin > Configuration > Phrase Translation**. Click the Help Center UI tab and search for helpcenter.general.nav_contact.

Phrase Translation Help

The text you see in Deskpro is stored as phrases, that includes the names of custom object you create. Here you can manage the phrases and provide translation for custom phrases.

Q helpcenter.general.nav_cont x Filter

Your Objects **Help Center UI** Email Custom

Phrase	English
Help Center General (2)	
helpcenter.general.nav_contact	Contact Us
helpcenter.general.nav_contact_desc	Get in touch for help

Click the highlighted row and edit the text for your language.

Click **Save** at the bottom of the page.

Edit: helpcenter.general.nav_contact



← helpcenter.general.nav_commu... helpcenter.general.nav_contact_... →

English Show Original | Reset

Submit Tickets

Français

Contactez-Nous

Español

Contáctanos

English (UK)

الإنجليزية

اتصل بنا

Türkçe

Bize Ulaşın

Deutsch

Kontakt

Now when you go to the Help Center, you will see your custom button name.

The screenshot shows the top navigation bar of the Help Center. On the left, it says "221B Energy Helpdesk". On the right, there are user roles "Agent" and "Admin", the language "English", and a "Contact Us" button. Below the navigation bar is a search bar with the text "How can we help you today?". A notification banner below the search bar says "1 You have one ticket to respond to.". At the bottom, there is a row of six buttons: "Community", "Guides", "Knowledgebase", "News", "Files", and "Submit Tickets". The "Submit Tickets" button is highlighted with a red border.